

Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Monday, June 24, 2019 4:52 PM
To: Suzanne Silva
Subject: Fwd: Santa Clara Police Department Ring access

Hi Suzanne,

Please let me know if you're free for a phone chat tomr at 11am.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



1523 26th St.
Santa Monica, CA 90404
www.ring.com



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----- Forwarded message -----

From: [Angela Kang <angela@ring.com>](mailto:Angela.Kang@ring.com)
Date: Mon, Jun 24, 2019 at 4:44 PM
Subject: Re: Santa Clara Police Department Ring access
To: [Kurt Clarke <KClarke@santaclaraca.gov>](mailto:KClarke@santaclaraca.gov)
Cc: [John Terry <JTerry@santaclaraca.gov>](mailto:JTerry@santaclaraca.gov), [Suzanne Silva <SSilva1@santaclaraca.gov>](mailto:SSilva1@santaclaraca.gov)

Thank you for the context, Captain Kurt! I will connect with Suzanne separately.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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On Mon, Jun 24, 2019 at 4:42 PM Kurt Clarke <KClarke@santaclaraca.gov> wrote:

Angela – Suzanne Silva will be your POC and will be the department's administrator for the Ring account. The detectives in our Investigations Division will be all end users including Detective John Terry. And Thanks John for reaching out to Ring on this endeavor.

Thanks,

Kurt

Kurt Clarke | Investigations Division Captain | Police Department

City of Santa Clara, California | All-America City

601 El Camino Real | Santa Clara, CA 95050

(O) 408.615-4810 | (F) 408.615-7864

kclarke@santaclaraca.gov | www.scpd.gov



From: Angela Kang <angela@ring.com>
Sent: Monday, June 24, 2019 3:48 PM
Cc: John Terry <JTerry@SantaClaraCA.gov>; Kurt Clarke <KClarke@santaclaraca.gov>; Suzanne Silva

<SSilva1@SantaClaraCA.gov>

Subject: Re: Santa Clara Police Department Ring access

Moving Ray to bcc.

Hello Detective Terry,

Very nice to e-meet you!

Do you and Suzanne have some time tomr afternoon to chat for 20mins to go over the next steps of getting Santa Clara PD onboarded to the Ring Portal?

Thank you,

Angela

On Thu, Jun 20, 2019 at 2:17 PM Raymond Pollum <raymond.pollum@ring.com> wrote:

Thank you Detective Terry, Allow me to introduce Angela Kang, one of our senior Partner Success Managers for law enforcement agencies here at Ring. Angela works with many of the larger or more strategic agencies here in California and I know you'll be in great hands going forward.

Angela will want to schedule some time to review the training / onboarding process, so I'll let you guys work that out. If you want to reach her directly, her contact info follows:

Angela Kang, Sr. Partner Success Manager

Phone: 425-274-5987

Email: On Copy

Thank you for your support and I really look forward to hearing great things from Santa Clara as we work together to reduce crime in the community.

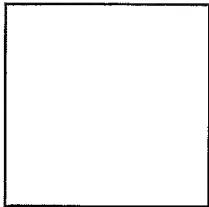
Regards, Ray

Raymond Pollum

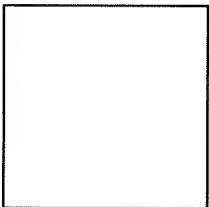
Head of Law Enforcement Partnerships

ray@ring.com

949-690-6979



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On Thu, Jun 20, 2019 at 10:51 AM John Terry <JTerry@santaclaraca.gov> wrote:

Good morning Ray,

Hope all is well. I met you when you came in for the presentation. Captain Clark wanted me and our Crime Analyst (Suzanne Silva CC'd in this email) to be the points of contact to get Ring available to our department. He had not heard from an account manager, but I am eager to use Ring on some of my cases. Let me know how I can help get us started.

John



Detective John Terry | Investigations Division

Santa Clara Police Department
City of Santa Clara, California | All-America City
601 El Camino Real | Santa Clara, CA 95050
(D) 408.615.4812

jterry@santaclaraca.gov | www.santaclaraca.gov

From: Kurt Clarke
Sent: Thursday, June 20, 2019 10:42 AM
To: John Terry <JTerry@SantaClaraCA.gov>; Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: FW: FW: Message from "RNP002673D4EC04"

FYI...

From: Raymond Pollum <raymond.pollum@ring.com>
Sent: Monday, June 10, 2019 6:04 PM
To: Kurt Clarke <KClarke@santaclaraca.gov>
Subject: Re: FW: Message from "RNP002673D4EC04"

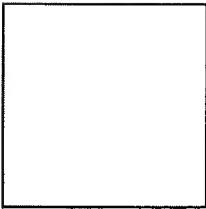
Good Evening Captain, I'll get this processed and back to you. At that time, I'll make an intro to the account manager who will set up a time for training / onboarding. Excited to have you on board and look forward to working with you. Ray

Raymond Pollum

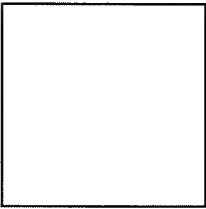
Head of Law Enforcement Partnerships

ray@ring.com

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On Mon, Jun 10, 2019 at 8:21 AM Kurt Clarke <KClarke@santaclaraca.gov> wrote:

Good Morning Ray,

Attached is the signed MOU for your records. What are the next steps?

Thanks,
Kurt

-----Original Message-----

From: pd-detective1-mfd@santaclaraca.gov <pd-detective1-mfd@santaclaraca.gov>
Sent: Monday, June 10, 2019 8:08 AM
To: Kurt Clarke <KClarke@santaclaraca.gov>
Subject: Message from "RNP002673D4EC04"

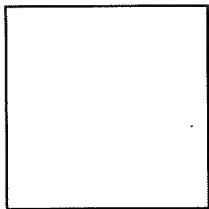
This E-mail was sent from "RNP002673D4EC04" (MP C2504ex).

Scan Date: 06.10.2019 08:08:25 (-0700)
Queries to: pd-detective1-mfd@santaclaraca.gov

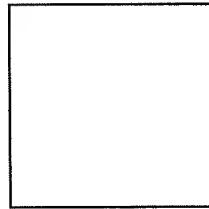
Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Friday, June 28, 2019 9:30 AM
To: Suzanne Silva
Subject: Pre-Onboarding Call Recap
Attachments: Modesto PD Welcome Message.jpg; Law Enforcement User List.xlsx

Hello Suzanne,

Very nice speaking with you yesterday! Below is a recap of the next steps for the onboarding process and the few action items I need.

1. 45 min Stakeholders Webinar: This is me "training the trainers" to walk them through the Portal. Purpose is to get their buy in's and input on how best to roll out the tool within their teams. We suggest that 1-2 reps from each group below attend this webinar as they will be the go-to person if anyone within their units have questions. Can you please suggest a few dates/times for next week so I can send out an invitation?

- a) Community Outreach: Community Service Officer/Community resource officer, those who attend HOA neighborhood watch meetings
- b) PIO/Social Media Committee
- c) Investigations/detectives
- d) Crime analysts
- e) Road Patrol Officers

*On the day of this stakeholder webinar, we would like to push out the attached in app announcement which simply welcomes SCPD to the platform. This gives the users a heads up that their app got a lot stronger and SCPD will join in the conversations and possibly reach out to them for help in investigations. Please approve this is okay to post. (the name of the agency would reflect SJPD)

2. 60 min Training Webinar: After the stakeholders webinar, I will hold a webinar ~2 weeks later to train the rest of the teams at SCPD. Can you please suggest a few dates/times 2-3 weeks after the stakeholder webinar takes place?

3. Portal Setup

a) Law Enforcement User List: Can you please fill out the attached spreadsheet for everyone that should have access to Portal and send to me before the Training Webinar? This way, the attendees can go back to their desks and start using it right away if they like.

b) Beats Map: If you decide that assigning each user to a beat/assigned area would be appropriate, please send over a beats map (Shapefile, ESRI file) so that we can create them for your Portal prior to the Training. When a user assigns themselves to a beat, they will only see posts within their beat and receive email notifications whenever a "Neighbor" posts a crime in their beat. If you would like, we can just assign each user to no jurisdiction by default so when each user logs in, they can assign themselves to their assigned beat. If their assigned beat changes, they can simply go in and deselect the old and reselect the new.

c) Browser Compatibility: Reminder to use Chrome or Firefox. Internet Explorer is not compatible.

Please reach out if you have any questions.

Thank you,

Angela Kang

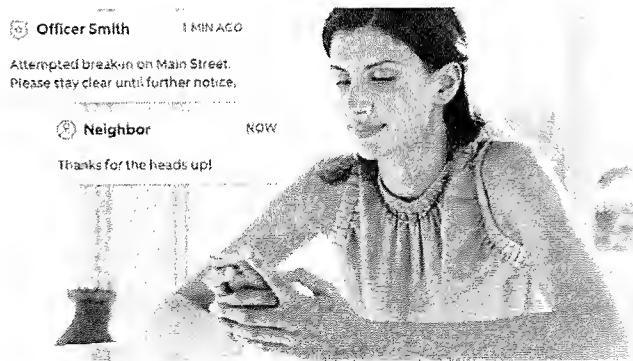
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angela@ring.com
426-274-5987



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Modesto Police Department has joined Neighbors

Your Ring Neighborhood just got a whole lot stronger.

We're excited to announce that the Modesto Police Department has joined Neighbors! This will allow MPD to post crime and safety incidents directly to your Neighbors feed to keep you informed of critical events. It will also allow MPD to see Neighbors posts so they can monitor suspicious activity and respond. The more you post critical events, the more MPD can help. By working together, we can all make Modesto a safer community.

[259](#)

[Share](#)

Comments

Simrat Dhadli

From: Suzanne Silva
Sent: Wednesday, July 10, 2019 12:00 PM
To: Caroline Chen; Jamie Ellis; Johnathan Pate; Donna Cowan; Cuong Phan; John Terry
Cc: Kurt Clarke
Subject: Ring Neighborhood Portal

Hi Everyone,

Thank you again for those who were able to attend this morning's session of the Ring Neighborhood Stakeholder meeting.

I have provided our regional representative with your emails, so you should be receiving a link to the Law Enforcement portal within the next week. Make sure that you test this link, assess the features available, and let me know what questions you have.

Please make sure to bookmark the link for the Ring Neighborhood portal: <https://nw.ring.com>

Some things to keep in mind regarding use of the Neighborhood portal:

1. We will have access to posts that are crime-related (a group at Ring monitors and designates crime types of the posts)
2. All neighbor posts are anonymous
3. Posting is open to any device – citizens do not need to have a Ring device in order to post
4. Localized messaging to the citizen is available, however not everyone in the agency will have access to messaging features. Admin is still working out who will have access to what features
5. Clicking on the "view all" button within the portal will provide you access to all Ring Neighborhood posts, including those outside our City limits
6. Requesting information from citizens is only available in 12-hour increments – you may need to generate multiple requests to span the length of a weekend
7. Requested media will include information regarding the device, including the location of the Ring device and a universal timestamp
8. Media will be available to download as an mp4 file
9. It is best practice to verify with the Ring user if it's okay to share their media (ex: for the purpose of a Trak flyer, to share on social media, etc)
10. Legal resources (ex: preservation letters) are available on the Resources section of the Ring Neighborhood portal
11. The portal is only available on desktops currently (not on mobile platforms) and is available using the Chrome or Firefox browser only

We will be hosting another training webinar on **Wednesday, July 24th at 10am**, which will include Sergeants, FTOs, and Special Ops. A separate Bureau training is planned for **Tuesday, July 23rd at 9am**.

Please let me know if you have any questions in the meantime!



Suzanne Silva | Crime Analyst
Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every other Friday*

Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Friday, July 12, 2019 4:24 PM
To: Suzanne Silva
Subject: Re: Pre-Onboarding Call Recap

Hi Suzanne,

That makes total sense. We will hold until July 24th.

Thank you,
Angela

On Fri, Jul 12, 2019 at 3:11 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Hi Angela,

Attached is the list of users for the Department, with their title and email address. I ask that you not send the invitational email until after the webinar (July 24th), so that my Sergeants have time to notify their staff appropriately.

Thank you!



Suzanne Silva | Crime Analyst
Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

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From: Angela Kang <angela@ring.com>
Sent: Friday, June 28, 2019 9:30 AM
To: Suzanne Silva <SSilva1@santaclaraca.gov>
Subject: Pre-Onboarding Call Recap

Hello Suzanne,

Very nice speaking with you yesterday! Below is a recap of the next steps for the onboarding process and the few action items I need.

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- c) Investigations/detectives
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c) Browser Compatibility: Reminder to use Chrome or Firefox. Internet Explorer is not compatible.

Please reach out if you have any questions.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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Santa Monica, CA 90404
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Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
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Simrat Dhadli

From: Suzanne Silva
Sent: Wednesday, July 24, 2019 9:32 AM
To: Justin Mead
Subject: RE: Ring Neighborhood Training

Let me see if the rep can record it on her end. Otherwise I have handouts (and soft copies) for everyone.



Suzanne Silva | Crime Analyst
Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937
Schedule: M-Th (7:30-5:00); F (7:30-4:00)
*** Please note that I am out of the office every other Friday*

From: Justin Mead <JMeade@santaclaraca.gov>
Sent: Wednesday, July 24, 2019 6:36 AM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Ring Neighborhood Training

Good Morning,

I was wondering if there was a way to record today's training so the patrol sergeants can show it in briefings. Let me know.

Thanks

Justin



Sergeant Justin Mead
Field Operations Division
Santa Clara Police Department
601 El Camino Real, Santa Clara, CA 95050
(D) 408.615.4768
jmead@santaclaraca.gov



Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Wednesday, July 24, 2019 11:50 AM
To: Suzanne Silva
Subject: Re: Ring Webinar today

Yes, absolutely. We need to provide you with all the tools if we want you to succeed!

On Wed, Jul 24, 2019 at 11:48 AM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Thank you, Angela – I appreciate that! It's just easier for the guys to have something to reference, in case their Sergeants are brief with the training.



Suzanne Silva | Crime Analyst
Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

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other Friday*

From: Angela Kang <angela@ring.com>
Sent: Wednesday, July 24, 2019 11:10 AM
To: Suzanne Silva <SSilva1@santaclaraca.gov>
Subject: Re: Ring Webinar today

Hi Suzanne,

I'm sorry, but the video recording did not happen for some reason! I will do a run through of the training on my own and re-record it to send you. Will try to send that out to you today or tomorrow.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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Santa Monica, CA 90404
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On Wed, Jul 24, 2019 at 9:45 AM Angela Kang <angela@ring.com> wrote:

Absolutely, we can do that. I can record it as long as I have permission to do so from your agency and receive agreement that it will be used for internal purposes.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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On Wed, Jul 24, 2019 at 9:32 AM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Hi Angela,

One of our Sergeants cannot make the webinar today and asked if there is a way to record it. Are you able to do this on your end?

Suzanne Silva | Crime Analyst



Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

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other Friday*

From: Angela Kang <angela@ring.com>
Sent: Wednesday, July 24, 2019 8:14 AM
To: Suzanne Silva <SSilva1@santaclaraca.gov>
Subject: Ring Webinar today

Hi Suzanne,

I realized that I made a typo in my invitation for today's 10am webinar. It will not be an "in person" training, but will be in webinar format. My apologies for any confusion it may have caused. I will speak to you and the SC team in less than two hours. Please feel free to call me on my cell if there are any technical issues or you need me for anything.

Thank you,

Angela

--
Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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Thank you,

Angela Kang

Partner Success Manager
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Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Thursday, July 25, 2019 5:29 PM
To: Dominic Sandoval; Mark Shimada; Dawn Marines; Tom Gratny; Mike Serna; Chris Pilger; Anthony Layton; Martin Sean Over; Robert Martinez; David Britton; Mike Garcia; John Fanucchi; Mark Bonenberger; Johnathan Pate; Scott Wilson; Kenia Pilger; Rogelio Gutierrez; Michael Carleton; David Machado; Alec Lange; Wali Aminyar; Nick Nguyen; Janice Sandoval; Stephanie Knight; Nicholas Cusimano; Stephen Selberg; Douglas Bell; Nathan Crescini; Thomas Nelson; Robert Gutierrez; Steven Ernst; James Sitler; Jamie Ellis; Rene-John Otico; Troy Cardin; Joshua Higgins; Paul Garces; Matthew Wurdinger; Joshua Craig; Peter Stephens; Eric Janssen; Bryan Williams; Christopher Gilmer; Adam Wilson; Douglas Gerbrandt; Mitchell Barry; Randy VanDiemen; Jerry Ogg; Jason D'Amico; Scott Tyler; John Terry; Andrew McGuire; Wesley Howard; Jason Koehler; Timothy Alford; Tom Liu; Scott Mead; Anthony Pianto; Nicole Vierra; Jordan Fachko; James Wright; Patrick Gacayan; Kevin Mead; Dustin Silva; Brian Swenson; Michael Sotelo; Jeremy Schmidt; Samuel Miceli; Kevin McColloch; Brian Daniels; Stephanie Smith; Jason Guzman; Nathalie Zavala; Harry Adjei; Kenneth Nagata; Stephen Stek; Scott Savage; Zachary Wicht; Michael Wonnell; Hilda Velasco; Raymond Boales; Maximilian Nielepko; Sean Cawley; Ronald Miranda; Arsalan Ahmed; Keith Busmire; Cody Diller; GeenaMarie Bonilla; Nicholas Schatz; Michael Mine; Cole Ghilarducci; William Velasco; Luis Telles; Cesar Rodriguez; Ryan Seto; Jenna Huffstutler; David Wasserman; Nevin Gaudreau; Ryan Anderson; Ty Tamone; D'Metrius Hopkins; Tyler Duran; Anthony Pomposo; Jeffrey Revay; Shaun MacKay; Adam Baker; William Lighthouse; Spencer Neft; Suzanne Silva
Subject: Welcome to Ring Portal - Santa Clara PD

Hello,

Thank you for joining the Ring webinar yesterday. Below are some tips to get you started on Portal.

Create an Account - Everyone on this email should have received an invitation email.

*Please use Chrome or Firefox. Internet Explorer is not compatible.

1. Check your inbox for an invitation email from no-reply@ring.com
2. Click the **Join Portal** button
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

*If you would like to receive email notifications whenever a resident posts a crime, you can assign yourself to the "Assigned Area" of the jurisdiction on your Profile settings.

References

1. [Portal Resource Center](#) - For instructions on submitting video requests and legal guidelines around submitting preservation request/subpoena/search warrant.

Law Enforcement Discount on Ring Devices

Get \$50 off* (per device) on our doorbells, security cameras, and alarm system when you use discount code **NBSANTACLARA** on Ring.com and check out using your government email address.

*Discount excludes the \$99 Video Doorbell Classic and is not applicable to bundles or accessories.

Ask Your Community to Join Neighbors. Portal grows in value with each resident that downloads the Neighbors app. Neighbors is a free app that anyone can download and use, whether they own a home

surveillance system or not. They can download the app directly at <https://download.ring.com/santaclara> or by texting "scca" to 555888.

Lastly if you have a free moment, please click [here](#) to take a quick 2 minute survey on last week's training. Please let me know if you have any questions at all and feel free to reach out directly if you need anything!

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
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Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, July 10, 2019 4:19 PM
To: Suzanne Silva
Subject: You've been invited to join Ring Neighbors Portal



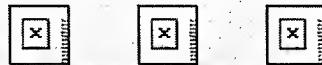
You've been invited to join Ring Neighbors Portal.

Ring invites you to join the Santa Clara Police Department in the Ring Neighbors Portal.

Neighbors Portal provides the Santa Clara Police Department with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

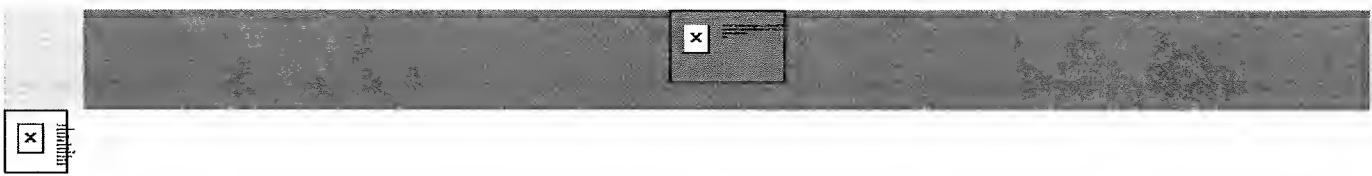
*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.



Email intended for ssilva1@santaclaraca.gov.

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Simrat Dhadli

From: John Terry
Sent: Thursday, June 20, 2019 10:51 AM
To: raymond.pollum@ring.com
Cc: Suzanne Silva
Subject: Santa Clara Police Department Ring access

Good morning Ray,

Hope all is well. I met you when you came in for the presentation. Captain Clark wanted me and our Crime Analyst (Suzanne Silva CC'd in this email) to be the points of contact to get Ring available to our department. He had not heard from an account manager, but I am eager to use Ring on some of my cases. Let me know how I can help get us started.

John



Detective John Terry | Investigations Division
Santa Clara Police Department
City of Santa Clara, California | All-America City
601 El Camino Real | Santa Clara, CA 95050
(D) 408.615.4812
jterry@santaclaraca.gov | www.santaclaraca.gov

From: Kurt Clarke
Sent: Thursday, June 20, 2019 10:42 AM
To: John Terry <JTerry@SantaClaraCA.gov>; Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: FW: FW: Message from "RNP002673D4EC04"

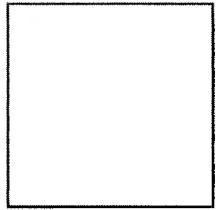
FYI...

From: Raymond Pollum <raymond.pollum@ring.com>
Sent: Monday, June 10, 2019 6:04 PM
To: Kurt Clarke <KClarke@santaclaraca.gov>
Subject: Re: FW: Message from "RNP002673D4EC04"

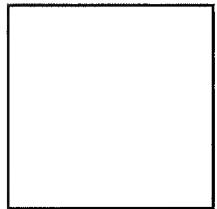
Good Evening Captain, I'll get this processed and back to you. At that time, I'll make an intro to the account manager who will set up a time for training / onboarding. Excited to have you on board and look forward to working with you. Ray

Raymond Pollum

Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Mon, Jun 10, 2019 at 8:21 AM Kurt Clarke <KClarke@santaclaraca.gov> wrote:

Good Morning Ray,

Attached is the signed MOU for your records. What are the next steps?

Thanks,
Kurt

-----Original Message-----

From: pd-detective1-mfd@santaclaraca.gov <pd-detective1-mfd@santaclaraca.gov>
Sent: Monday, June 10, 2019 8:08 AM
To: Kurt Clarke <KClarke@santaclaraca.gov>
Subject: Message from "RNP002673D4EC04"

This E-mail was sent from "RNP002673D4EC04" (MP C2504ex).

Scan Date: 06.10.2019 08:08:25 (-0700)
Queries to: pd-detective1-mfd@santaclaraca.gov

Simrat Dhadli

From: Suzanne Silva
Sent: Wednesday, July 10, 2019 11:56 AM
To: Angela Kang
Subject: Stakeholder Users / Info Needed

Hi Angela,

Thank you again for hosting the webinar this morning, and I deeply apologize again for the interruption. Unfortunately, it's part of the environment around here.

I just received word from the City that the welcome announcement you sent as an example has been approved! We will be reaching out to our community on social media later this week with an announcement as well.

Here is a list of the stakeholders, as requested:

- Suzanne Silva: ssilva1@santaclaraca.gov
- Caroline Chen: cchen@santaclaraca.gov
- Jamie Ellis: jellis@santaclaraca.gov
- Johnathan Pate: jpate@santaclaraca.gov
- Donna Cowan: dcowan@santaclaraca.gov
- Cuong Phan (not in attendance): cphan@santaclaraca.gov
- John Terry (not in attendance): jterry@santaclaraca.gov

What We Need From You:

- A copy of the Ring announcement, introducing Santa Clara PD
- A FAQ sheet that addresses many of the questions that citizens have (ex: privacy)
- A list of user options that can be toggled on/off for each user (i.e. level of access: view only, messaging, uploading, etc)
- What will be covered in the 60 min training webinar – I anticipate having all of my Sergeants and Training Officers available for this meeting

I will also work on getting the full list of users to you by the end of this week.

Thank you!



Suzanne Silva | Crime Analyst
Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937
Schedule: M-Th (7:30-5:00); F (7:30-4:00)
*** Please note that I am out of the office every other Friday*

Simrat Dhadli

Subject: Ring Neighborhood Training
Location: RSC PD Second Floor Detective Conference Room

Start: Wed 7/24/2019 10:00 AM
End: Wed 7/24/2019 11:30 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Suzanne Silva
Required Attendees: Pat Nikolai; Saskia Lagergren; Richard Fitting; Greg Hill; Jacob Thompson; Eric Lagergren; Kyle Cardin; Aric Enos; Loi Filo; Patricia Bowers; Luke Erickson; William Lutz; Justin Mead; David Schneider; Dominic Sandoval; Travis Niesen

Optional Attendees: Dan Moreno

Some of you may be aware, but the Santa Clara Police Department now has access to the **Ring Neighborhood Law Enforcement Portal** (<https://nw.ring.com>). This portal will become available to all officers and investigative staff as of July 24th.

The Investigations Bureau will be a training webinar on **Wednesday, July 24th at 1000 hours**. We ask that Sergeants and FTOs attend this webinar, so they can train their staff accordingly. A packet of training materials and the SCPD policy regarding Law Enforcement Portal use will be distributed at this meeting.

Some things to keep in mind regarding use of the Ring Law Enforcement Portal:

1. We will have access to posts that are crime-related (a group at Ring monitors and designates crime types of the posts)
2. All neighbor posts are anonymous
3. Posting is open to any device – citizens do not need to have a Ring device in order to post
4. Localized messaging to the citizen is available, however not everyone in the agency will have access to messaging features. Admin is still working out who will have access to what features
5. Clicking on the "view all" button within the portal will provide you access to all Ring Neighborhood posts, including those outside our City limits
6. Officers will have view-only rights; request for video will need to be generated by the Investigations Bureau
7. The portal is only available on desktops currently (not on mobile platforms) and is available using the Chrome or Firefox browser only

Please let me know if you have any questions in the meantime!



Suzanne Silva | Crime Analyst
Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937
Schedule: M-Th (7:30-5:00); F (7:30-4:00)
** Please note that I am out of the office every other Friday

Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Tuesday, June 25, 2019 4:56 PM
To: Suzanne Silva
Subject: Re: Santa Clara Police Department Ring access

Wonderful, speak to you then.

On Tue, Jun 25, 2019 at 4:45 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

That would be great – thank you! Yes, the best number is 408-615-4841.



Suzanne Silva | Crime Analyst
Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every
other Friday*

From: Angela Kang <angela@ring.com>
Sent: Tuesday, June 25, 2019 4:11 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: Santa Clara Police Department Ring access

Hi Suzanne,

Not a problem. I will give you a call Thursday at 1:30pm PST if that works for you. Is the best number to reach you the office desk number on your footer signature?

Thank you,

Angela

On Tue, Jun 25, 2019 at 2:30 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Hi Angela,

I apologize for the delay – I just returned from vacation and have been tied up on an investigation today. Thursday afternoon (after noon) would be easiest for me, if you have time available.



Suzanne Silva | Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every
other Friday*

From: Angela Kang <angela@ring.com>
Sent: Monday, June 24, 2019 4:52 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Fwd: Santa Clara Police Department Ring access

Hi Suzanne,

Please let me know if you're free for a phone chat tomr at 11am.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



1523 26th St.
Santa Monica, CA 90404
www.ring.com



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----- Forwarded message -----

From: Angela Kang <angela@ring.com>
Date: Mon, Jun 24, 2019 at 4:44 PM
Subject: Re: Santa Clara Police Department Ring access
To: Kurt Clarke <KClarke@santaclaraca.gov>
Cc: John Terry <JTerr@santaclaraca.gov>, Suzanne Silva <SSilva1@santaclaraca.gov>

Thank you for the context, Captain Kurt! I will connect with Suzanne separately.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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www.ring.com



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On Mon, Jun 24, 2019 at 4:42 PM Kurt Clarke <KClarke@santaclaraca.gov> wrote:

Angela – Suzanne Silva will be your POC and will be the department's administrator for the Ring account. The detectives in our Investigations Division will be all end users including Detective John Terry. And Thanks John for reaching out to Ring on this endeavor.

Thanks,

Kurt

Kurt Clarke | Investigations Division Captain | Police Department

City of Santa Clara, California | All-America City

601 El Camino Real | Santa Clara, CA 95050

(O) 408.615-4810 | (F) 408.615-7864

kclarke@santaclaraca.gov | www.scpd.gov



From: Angela Kang <angela@ring.com>
Sent: Monday, June 24, 2019 3:48 PM
Cc: John Terry <JTerry@SantaClaraCA.gov>; Kurt Clarke <KClarke@santaclaraca.gov>; Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: Santa Clara Police Department Ring access

Moving Ray to bcc.

Hello Detective Terry,

Very nice to e-meet you!

Do you and Suzanne have some time tomr afternoon to chat for 20mins to go over the next steps of getting Santa Clara PD onboarded to the Ring Portal?

Thank you,

Angela

On Thu, Jun 20, 2019 at 2:17 PM Raymond Pollum <raymond.pollum@ring.com> wrote:

Thank you Detective Terry, Allow me to introduce Angela Kang, one of our senior Partner Success Managers for law enforcement agencies here at Ring. Angela works with many of the larger or more strategic agencies here in California and I know you'll be in great hands going forward.

Angela will want to schedule some time to review the training / onboarding process, so I'll let you guys work that out. If you want to reach her directly, her contact info follows:

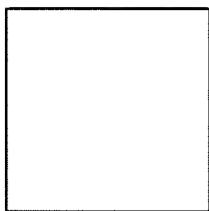
Angela Kang, Sr. Partner Success Manager
Phone: 425-274-5987
Email: On Copy

Thank you for your support and I really look forward to hearing great things from Santa Clara as we work together to reduce crime in the community.

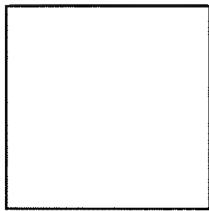
Regards, Ray

Raymond Pollum

Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979



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Santa Monica, CA 90404
www.ring.com



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On Thu, Jun 20, 2019 at 10:51 AM John Terry <JTerry@santaclaraca.gov> wrote:

Good morning Ray,

Hope all is well. I met you when you came in for the presentation. Captain Clark wanted me and our Crime Analyst (Suzanne Silva CC'd in this email) to be the points of contact to get Ring available to our department. He had not heard from an account manager, but I am eager to use Ring on some of my cases. Let me know how I can help get us started.

John



Detective John Terry | Investigations Division

Santa Clara Police Department
City of Santa Clara, California | All-America City
601 El Camino Real | Santa Clara, CA 95050
(D) 408.615.4812

jterry@santaclaraca.gov | www.santaclaraca.gov

From: Kurt Clarke
Sent: Thursday, June 20, 2019 10:42 AM
To: John Terry <JTerry@SantaClaraCA.gov>; Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: FW: FW: Message from "RNP002673D4EC04"

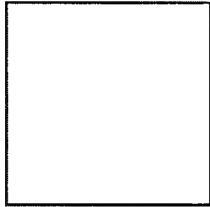
FYI...

From: Raymond Pollum <raymond.pollum@ring.com>
Sent: Monday, June 10, 2019 6:04 PM
To: Kurt Clarke <KClarke@santaclaraca.gov>
Subject: Re: FW: Message from "RNP002673D4EC04"

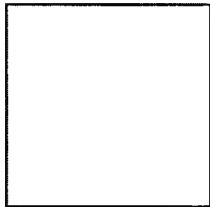
Good Evening Captain, I'll get this processed and back to you. At that time, I'll make an intro to the account manager who will set up a time for training / onboarding. Excited to have you on board and look forward to working with you. Ray

Raymond Pollum

Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979



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On Mon, Jun 10, 2019 at 8:21 AM Kurt Clarke <KClarke@santaclaraca.gov> wrote:

Good Morning Ray,

Attached is the signed MOU for your records. What are the next steps?

Thanks,
Kurt

-----Original Message-----

From: pd-detective1-mfd@santaclaraca.gov <pd-detective1-mfd@santaclaraca.gov>
Sent: Monday, June 10, 2019 8:08 AM
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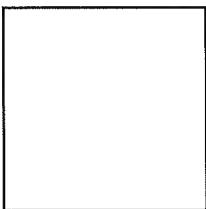
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Scan Date: 06.10.2019 08:08:25 (-0700)
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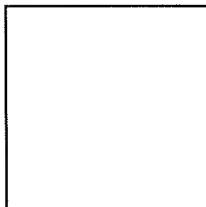
--
Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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Santa Monica, CA 90404
www.ring.com



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--
Thank you,

Angela Kang

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Thank you,

Angela Kang

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Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Monday, July 15, 2019 12:13 PM
To: Suzanne Silva
Subject: Re: Stakeholder Users / Info Needed
Attachments: Training Guide.pdf

Hi Suzanne,

Hope you had a nice weekend.

Please see attached PDF of the training guide as another resource.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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Santa Monica, CA 90404
www.ring.com



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Join the new neighborhood watch.

On Fri, Jul 12, 2019 at 12:05 PM Angela Kang <angela@ring.com> wrote:

Hi Suzanne,

I will send you a PDF of a training guide that could help as well. I will send it (along with the PR email) as soon as my laptop is fixed. Apologies for the delay.

Thank you,
Angela

On Thu, Jul 11, 2019 at 7:33 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Hi Angela,

I will be having the group train during the webinar on the 24th (10am). I intend to print the material that is available in the Resources section for them, and they will be responsible for training the remainder of the staff.



Suzanne Silva | Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every
other Friday*

From: Angela Kang <angela@ring.com>
Sent: Wednesday, July 10, 2019 4:46 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: Stakeholder Users / Info Needed

Hi Suzanne,

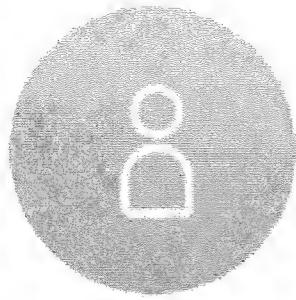
Not a problem at all, I totally understand :) Very relieved to hear that it was a false alarm.

List of stakeholders:

- Can you please go back and add the title/ranks next to the stakeholders? It is a required field for me.
- Would you like all of them to be marked as admins? Admins have the ability to add new users and toggle on/off the existing users' posting/video request privileges.

What you need from me:

- I will send you a separate PR email with some templates for the Ring announcement and FAQ sheet.
- Below shows the toggle on/off options for each user:



Crime Analyst Silva Santa Clara PD

Col
ssil
408
Ass
SCF

- 60 min training webinar: The agenda will be very similar to what I covered during today's stakeholder webinar. The only difference (and reason for the longer time) is that I talk through more examples of an investigative post, community outreach post from other agencies. Agencies typically find that part useful as it related directly to their functions. I am open to your suggestions on what you believe I should focus on during the 60 min webinar with the Sgt's and Training Officers.
- Are there times that would work best for the training webinar?

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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Santa Monica, CA 90404
www.ring.com



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On Wed, Jul 10, 2019 at 11:56 AM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Hi Angela,

Thank you again for hosting the webinar this morning, and I deeply apologize again for the interruption. Unfortunately, it's part of the environment around here.

I just received word from the City that the welcome announcement you sent as an example has been approved! We will be reaching out to our community on social media later this week with an announcement as well.

Here is a list of the stakeholders, as requested:

- Suzanne Silva: ssilva1@santaclaraca.gov
- Caroline Chen: cchen@santaclaraca.gov
- Jamie Ellis: jellis@santaclaraca.gov
- Johnathan Pate: jpate@santaclaraca.gov
- Donna Cowan: dcowan@santaclaraca.gov
- Cuong Phan (not in attendance): cphan@santaclaraca.gov
- John Terry (not in attendance): jterry@santaclaraca.gov

What We Need From You:

- A copy of the Ring announcement, introducing Santa Clara PD
- A FAQ sheet that addresses many of the questions that citizens have (ex: privacy)
- A list of user options that can be toggled on/off for each user (i.e. level of access: view only, messaging, uploading, etc)
- What will be covered in the 60 min training webinar – I anticipate having all of my Sergeants and Training Officers available for this meeting

I will also work on getting the full list of users to you by the end of this week.

Thank you!



Suzanne Silva | Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every
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--
Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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Download the Neighbors App.
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Neighbors Feed

Aggregate view of all Neighbor and Law Enforcement posts within and around your jurisdiction

Ability to view all posts or filter by category:

1. Crime
2. Safety
3. Suspicious
4. Stranger
5. Lost Pet



Notes:

Commenting

Shows the community that Law Enforcement is engaging and being proactive

Neighbors are anonymous

Law Enforcement is not anonymous and includes the user's name and department name

Crime Analyst Aliperti 3d
Hello - can the original poster please give me a call? 239-573-3043 Thank you! -Deirdra Aliperti, Crime Analyst

[Reply](#)

Public Information 3d
Thank you for sharing this video, it has been sent to the officers investigating. If you have not done so already, please call 410-313-3700 to file a report.

[Reply](#)

Public Information 2d
These two juveniles are in custody and will be charged. Your videos were essential in identifying them so quickly. Please encourage your neighbors to report any stolen packages, etc.

[Reply](#)

Neighbor 24 2d
Thanks for the great work!

[Reply](#)

Notes:

Posting

Localized messaging system (not jurisdiction-wide)

Requires an address (hidden from public view) to determine recipients

Neighbors who are subscribed to that area will receive a notification

Effective way to solicit information from the community

Notes:

Law Enforcement Agency Nov 20, 2018 09:04

• crime

Vehicle break-ins

In the overnight hours of Sunday, Nov. 18-Monday, Nov. 19, unknown suspect(s) broke in to 12 vehicles on the following streets: Pear tree Way, Green Meadow Drive, Red Stream Way, Gray Star Way, and Little Patuxent Parkway. In some cases, a window was broken; in others, car doors were left unlocked. Only loose change was reported stolen. If you have any information, call [REDACTED] at 410-313-3700. You also are encouraged to check your doorbell cameras to see if they captured anything during this timeframe.

5 comments 2 views

18

Comment

Share

Suggested Content

Anything actionable that could be categorized as crime and safety

1. PSA
2. BOLO
3. Request for information

Law Enforcement Agency

Feb 5, 2018
08:13

• Crime

Hit and Run on Main Street

Looking for vehicle and driver description that were involved in a hit and run on Main Street around 6:00PM on Monday Feb 5. Please contact Detective Jones with any information at (123) 456-7890 and reference case #12345.

30 Comments 2018-02-05

12

Comment

Share

Notes:

Request Form

1. Incident Location
 - a. Required to determine area of interest
2. Case #
 - a. Internal reference number
3. Start Date/End Date
 - a. Max 12-hour window
 - b. Up to 45 days in the past
4. Incident Type
 - a. Select Category
5. External Message to Ring Users
 - a. Add a custom message with details and/or contact info
6. Click 'Submit' to see a preview

Notes:

ring REPORT Example Law Enforcement Agency

Request Videos

Incident Location

Enter location name

Case #

Enter case number

Date and Time

Start date and time

End date and time

Incident Type (optional)

Residential

External Message to Ring Users

(Maximum of 500 characters (optional))

This field is required.

Include your name in the email to Ring users

Send a copy to yourself

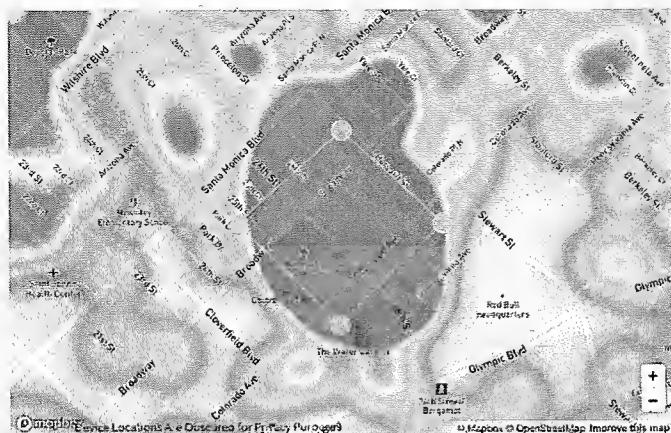
Camera Map

Heat Map of all active Ring cameras in jurisdiction

- Exact locations obscured for privacy

Stretch polygon points to define a geo fence around the area of interest

Minimum of 0.025 square miles, maximum of 0.5 square miles



Notes:

Email to Ring User

Sent to Ring User from Ring Team on behalf of Agency

Ring User will receive email with two options:

1. Share Videos
2. Review Videos
 - a. Allows user to send selected videos

Click send to confirm Video Request



Dear Neighbor,

Detective Falon Shapiro of the Example Law Enforcement Agency is investigating an incident that occurred near your home and your Ring device may have captured video that can help. Detective Shapiro of the Example Law Enforcement Agency is seeking videos recorded between: February 26th from 12:00 AM to 12:00 PM

A message from Detective Shapiro:

Reaching out to neighbors to obtain video recordings that may help with my investigation of recent car break-ins in Pine Oaks neighborhood. If you have any video recordings within the time frame above, please do share and help us. Contact me at 123-456-7890 or

Share Videos

Review Videos

Ring logo - Neighbors

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity by sharing your Ring videos and your contact information with Detective Shapiro of the Example Law Enforcement Agency.

Thank you for making your neighborhood a safer place.

Stay safe,
Ring Team

If you have any questions or concerns, please contact Detective Shapiro at Example Law Enforcement Agency or the Ring Video Requests Team at videorequests@ring.com.

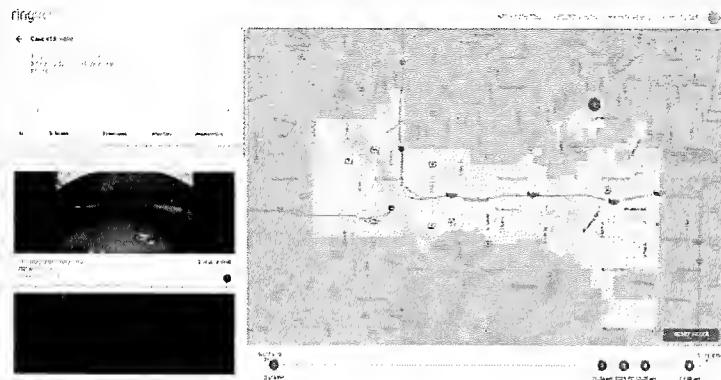
Notes:

Manage Cases

Select Case to view submitted videos

Select Video to review footage

1. Categorize each video as important or not important
2. Important videos can be downloaded onto a desktop in MP4 format and uploaded into an evidence management system
3. Videos marked as not important will be archived



Notes:

Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Friday, August 2, 2019 6:05 PM
To: Suzanne Silva
Subject: Re: User Emails

Hi Suzanne,

I am sorry for the delay in getting you the tutorial videos. They were in the final stage of management review and a few changes were needed to be made prior to launch. The team is saying it is very close to being ready to be sent to our LE partners next week.

Again, my apologies for the delay and will send it ASAP.

Angela

On Tue, Jul 30, 2019 at 10:18 AM Angela Kang <angela@ring.com> wrote:

I completely understand :) Other agencies have the same challenge which is why our Learning & Development team has been working to roll out the training videos asap. I will send them as soon as they are available next week. If the videos are not sufficient and you feel the staff would still benefit from a webinar, I'd be happy to do another one.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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Santa Monica, CA 90404
www.ring.com



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On Mon, Jul 29, 2019 at 4:20 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Thank you, Angela, but unfortunately it's a challenge getting everyone in one location at the same time. We will wait.



Suzanne Silva | Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M (6:30-5:00); T-W (7:30-5:00); Th-F (7:30-4:00)

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other Friday*

From: Angela Kang <angela@ring.com>
Sent: Monday, July 29, 2019 4:01 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: User Emails

Hi Suzanne,

Due to the recent policy changes, we are no longer able to share our webinar recordings externally. However, we know there is a need for this and our Learning & Development team is rolling out training videos that can be shared with our Law Enforcement partners for training purposes. This will go out sometime next week. If you'd like staff members to be trained sooner than that, I'd be more than happy to do another webinar or do a quick walk through of the portal over the phone for those that missed the training.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



1523 26th St.
Santa Monica, CA 90404
www.ring.com



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On Thu, Jul 25, 2019 at 7:14 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Thank you, Angela. I really appreciate it!

Sent from my iPhone

On Jul 25, 2019, at 5:19 PM, Angela Kang <angela@ring.com> wrote:

Hi Suzanne,

Everyone has been added to the Portal and should have received invitation emails to join Portal. I will send a welcome email to everyone shortly.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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On Thu, Jul 25, 2019 at 2:57 PM Angela Kang <angela@ring.com> wrote:

Hi Suzanne,

I will send out the welcome email to all the users as soon as they are all added. As for the recording, I take full responsibility for telling you that we can record it and so I'm so I'm doing my best to convince them to make an exception on this one.

Angela

On Thu, Jul 25, 2019 at 2:45 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Thank you, Angela. I will send notification out to our staff that their username emails will be generated by the end of the week.

No problem about the recording. We understand if it does not comply with Ring policies.

<image001.jpg> Suzanne Silva | Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M (6:30-5:00); T-W (7:30-5:00); Th-F (7:30-4:00)

*** Please note that I am out of the office every
other Friday*

From: Angela Kang <angela@ring.com>
Sent: Thursday, July 25, 2019 2:42 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: User Emails

Hi Suzanne,

All the users will be added before the end of the business day (before 5pm). Our ops guy is adding them as quickly as possible as we speak. I'll let you know on the recording as soon as I hear back from my manager on the latest policy.

Angela

On Thu, Jul 25, 2019 at 12:33 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Hi Angela,

Please confirm that the user emails have gone out to everyone. Also, can we please get a copy of the recording?

Thanks.

<image001.jpg> Suzanne Silva | Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050

408.615.4841 | Fax: 408.243.6937

Schedule: M (6:30-5:00); T-W (7:30-5:00); Th-F (7:30-4:00)

*** Please note that I am out of the office every*

other Friday

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Thank you,

Angela Kang

Partner Success Manager

angela@ring.com

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Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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Thank you,

Angela Kang

Partner Success Manager
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